DSHS Washington State Department of Social & Health Services
HIPAA (Health Insurance Portability and Accountability Act) Project
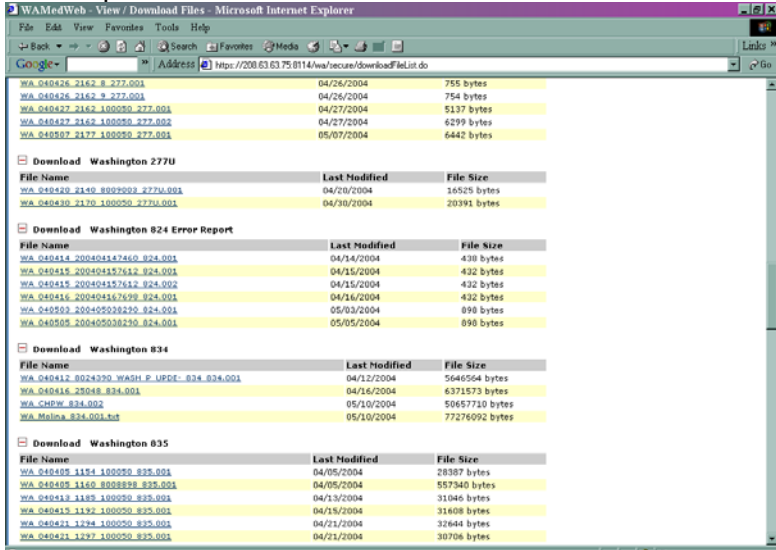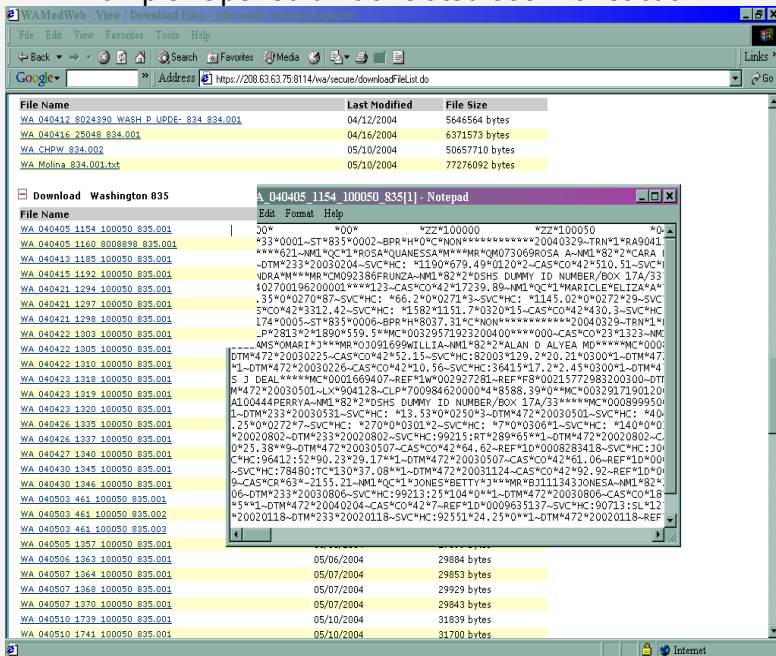
WAMEDWEB AND WINASAP2003 TRAINING FOLLOW UP QUESTIONS & ANSWERS

General	
Q1 How often does the patient eligibility information get updated?	**A1** Patient eligibility information is updated on a daily basis.
Q2 Does the provider need to enroll all their performing providers with ACS EDI Gateway?	**A2** It depends on the billing process for your business. Not all providers must be enrolled in order for your business to send claims. The Office Administrator for your business can add or modify the submitter numbers that your organization bills for by using the My Account options on the WAMEDWeb menu bar.
Q3 Why doesn't ACS EDI Gateway sign the enrollment form when they give it back to us?	**A3** The ACS contractual agreement for compliance is with the Department of Social and Health Services.
Q4 Are treatment plans required before Home Health claims can be sent for processing?	**A4** Treatment plans are a requirement. Please refer to Page E1 of the Home Health Care Billing Instructions.

WINASAP2003	
Q5 Will WinASAP2003 recognize all three of my submitter numbers?	**A5** WinASAP2003 will only recognize two submitter numbers. Submitter Numbers can be input in the Primary Identification and Secondary Identification fields when setting up your Trading Partner information.
Q6 Why does WinASAP2003 allow me to submit claims when I select "No Provider is Not Allowed to Release Data" as an answer in the Release of Information Code field? Isn't this a violation of the HIPAA Privacy Rule?	**A6** WinASAP2003 will allow you to transmit claim information as long as you have all the required fields completed when creating a claim. Your Trading Partner Agreement language authorizes your electronic claims submission in the compliant format, but does not authorize other non-compliant methods of communication of PHI.
Q7 What does Mutually Defined mean?	**A8** Mutually Defined stands for a jurisdictionally defined procedure and supply codes used for Workers Compensation claims (not used by DSHS).
Q9. Will the Place of Service for Dental claims be expanded to offer more selections?	**A9** No, the selection currently offered in the "Place of Service" field for Dental claims is built based on the HIPAA Implementation Guide.
Q10 Please define HIEC under the "Service Qual" field when creating a Professional claim?	**A10**. HIEC stands for Home Infusion EDI Coalition (not used by DSHS).

WAMEDWEB AND WINASAP2003 TRAINING FOLLOW UP QUESTIONS & ANSWERS

WAMEDWeb (Web Portal)	
Q11 How secure is the WAMEDWEB?	**A11** WAMEDWEB uses 128-bit encryption for all Transactions. 128-bit encryption is an exceptionally safe form of security. This is the same kind of encryption used for e-commerce (i.e. online banking).
Q12 Why does the WAMEDWEB require me to change my password so often?	**A12** WAMEDWEB requires a password change every 30 days. The schedule for password change helps to ensure a higher level of security.
Q13. Can Medicare claims be created interactively via WAMEDWEB?	**A13** No, the WAMEDWeb application is intended for Medicaid claims only. The 837 interactive functions for Medicaid claims submission will be available later this year.
Q14 Can I use the 270/271 in place of an Award Letter for billing	**A14** No, the 271 do not contain the same information as an Award Letter. Award Letters contain Spend down information that is not provided on the 271 Response.
Q15 Can the 271 Response be used in place of a Medicaid Coupon?	**A15** Yes, if the 271 Response provides the correct eligibility information.
Q16 What is the Plan Coverage Description mean on the 271 Response?	**A16** It describes the medical plan the patient is eligible for.
Q17 How far back can I look up information for eligibility using the 270/271 Transaction?	**A17** Eligibility information goes back 1 year.
Q18 Does the 271 Response contain Spend down information?	**A18** No. Spend down information is listed on the award letter.
Q19 Where is the Match Code shown on the 271 Response?	**A19** Matched Codes are not included in the X12N format requirement.
Q20 Does the 271 Response contain Take Charge Program information?	**A20** Yes, this information will be included on the 271 Response if the patient is covered.
Q21 Does the 271 Response contain the Primary Care Physician information?	**A21** Not at this time, however DSHS is working to include this information in the future.
Q22 What does "Manage Proxies" mean via WAMEDWeb?	**A22** Manage Proxies provides the invited user the ability to accept the invitation to join an organization or decline it. If it is declined, the Office Administrator who sent the invitation will receive an email of the choice to decline.

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QUESTIONS & ANSWERS

Q23 What does an 824 look like?	**A23** The 824 Transaction is displayed on the view/download menu option
Q24 What does the data feed of an 835 Transaction look like?	**A24** Example: Opened un-translated 835 Transaction
Q25 Where can I find software to translate the 835 Transactions?	**A25** DSHS recommends that you conduct your own research to find software that will allow you to do download and translate the 835 Transaction into a readable format.

WAMEDWEB AND WINASAP2003 TRAINING FOLLOW UP
QUESTIONS & ANSWERS

Q26 How far back can I look up information for the 835 Transaction?	**A26** You <u>cannot go back in history</u> to retrieve 835 Transaction information. The current 835 Transaction information is only available for 60 days. You can choose to continue to receive paper Remittance Advices. All reports displayed on the View/Download Menu of the WAMEDWeb application are available for 60 days follow their original production your system.